

Field Service Engineer

This position is for a Laser Service Engineer for our ultrafast lasers and amplifiers. The Laser Service Engineer will spend the majority of their time travelling to customers' sites throughout the world to install and service all KMLabs products.

What You Will Do:

- Install and repair all KMLabs products
- Develop service documentation, work instructions, and assembly process documentation for new products
- Phone and e-mail support of customers with a range of ultrafast laser systems
- Train and support international distributors
- Generate service and components quotes
- Combine good troubleshooting practices with creative problem-solving
- Utilize tools e.g. CRM to effectively track support issues and improve response times

Who You Are: You are experienced in building and troubleshooting fs-class laser systems. You enjoy travel and working with customers. You want to get in at the ground floor with a company that is developing a broad portfolio of industrial and scientific products. You have a true passion for helping a company grow and being a key contributor to that growth.

Required Skills and Experience:

- 5+ years hands-on experience building, developing, and maintaining high power free-space laser systems. Field installation/service and femtosecond laser experience strongly preferred
- Experience with assembly, alignment, trouble-shooting, and/or design of lasers and complicated optical setups
- Experience with optical design software and optical diagnostic equipment
- Strong communication and technical writing skills, and time management skills
- Knowledge of bulk gain medium laser technology, laser and optical design and modeling, optical components and materials from UV to IR, and optical metrology and measurement equipment
- Familiarity with diffraction gratings, polarization optics, reflective optics, beam telescoping, and general laser principles
- Excellent understanding of the interplay of structural, optical, and thermal design features on system performance
- Task-oriented, milestone-oriented, schedule-oriented
- Ability to travel minimum 50% of time to install and service fielded laser systems, including international travel

Nice-To-Have Skills and Experience:

- Ultra-high vacuum systems
- Ultrafast fiber lasers
- High-harmonic generation or other nonlinear optics
- Specific experience maintaining and troubleshooting KMLabs lasers or similar systems
- Project and team leadership

Education:

- Degree in optics, physics, or related engineering discipline, MS preferred; or equivalent experience